

HIGH COST AREAS - CITIZENS TELECOMMUNICATIONS COMPANY OF THE WHITE MOUNTAINS, INC.

04-22-98

EXCHANGE	LOCATION	DWELLINGS	SQUARE MILES	REQUESTS	AVERAGE QUOTE	NUMBER PAID
ALPINE	Ranch at Lake Sierra Blanca on road to Big Lake-8 mi Sprucedale - Black River	1 20 SUB TOTAL 21		0 0 0	0 0 0	0 0 0
GREER	None-Dobson Ranch, Big Lake Concessionaire-USFS-(summer only)	1 4 SUB TOTAL 5		0 0 0	0 0 0	0 0 0
HAWLEY LAKE	None	0 SUB TOTAL 0		0 0	0 0	0 0
HEBER	Woods Canyon Lake, Concessionaire & USFS-20 mi LEC North of Camperland-Hwy 260 South of Airpine	5 5 12 SUB TOTAL 22		0 1 1 2	0 3,198 12,022	0 0 0 0
HOLBROOK	North of I-40 Hwy 377 (scattered along)	20 10 SUB TOTAL 30	20 20	0 0 0	0 0 0	0 0 0
MCHARY	None	0 SUB TOTAL 0		0 0	0 0	0 0
PINEDALE	North of Clay Springs along Hwy 260	5 SUB TOTAL 5	2	5 5	2,742	1 1
PINETOP	None	0 SUB TOTAL 0		0 0	0	0 0
SHOW LOW	Show Low Pines-Units 8-10 (cluster Stanford Drive Show Low Pines Units 8-10 (cluster Hwy 51 in EAB active LEC S Timber Knoll Road 1.5 mile LEC	65 3 20 14 3	3 10 24 12	39 20 19 2 1	5,804 1,547 1,233 1,196 1,688	0 7 2 0 0

APR-23-1998 11:01

CITIZENS TELECOMMUNICATIONS COMPANY OF THE WHITE MOUNTAINS, INC.

EXHIBIT

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(page 2)						
EXCHANGE	LOCATION	DWELLINGS	SQUARE MILES	REQUESTS	AVERAGE QUOTE	NUMBER PAID
SHOW LOW	Forestdale Hwy 60-4 mile LEC	2		0	0	0
	Whiting Ranch-6 mile LEC	3		0	0	0
	SUB TOTAL	110		81		9
SNOWFLAKE	West-Freeman Hollow area	20	2	0	0	0
	Shumway-back road-5 mile LEC	12		0	0	0
	Old Woodruff Rd (east & west of rd-average LEC 1 mile)	25	20	3	1,977	0
	South Snowflake Heights-1 mile LEC	1		13	1,327	6
	South White Antelope	20	18	11	1,237	3
	North White Antelope	30	30	20	2,405	4
	Hay Hollow area	12	20	5	4,041	1
	Black Mesa Valley	20	16	15	2,482	3
	Ranch of the Golden Horse	30	10	4	314	4
	Garabaldi area	12	12	9	867	4
	North of Old Hunt Road (lots of active LEC's in this area)	50	50	47	1,657	12
	South of Old Concho, East of County Line	8	10	7	2,175	2
	SUB TOTAL	240		134		39
SPRINGERVILLE	Alpen Meadows - (fiber Terminal)	5		0	0	0
	Greens Peak Subdivision	10	2	0	0	0
	SUB TOTAL	15		0		0
ST. JOHNS	Toward Vortac	10	21	0	0	0
	Toward Zuni	8	100	0	0	0
	West of Salado-5 mile LEC	11	2	1	10,000	0
	Concho Hwy 61 West-Little Ortega Lake	20	6	25	2,803	11
	Hunt to Old Concho-Hwy 180A	15	28	10	3,282	6
	Old Concho Road	100	90	9	14,412	0
	Old Hunt Rd-N & S. off road (active LEC's on both ends)	45	16	15	2,299	7
	Northeast Hunt-Hwy 180-2 ranches-7 mile LEC	2		1	375	1
	Northwest Hunt-Hwy 180	12	50	5	5,905	0
	SUB TOTAL	221		66		25
WHITERIVER	Grasshopper, 15-20 miles from Cibecue	20	3	0	0	0
	Salt Rive. 24 miles from Carrizo	2		0	0	0
	SUB TOTAL	22		0		0
TOTALS OF DWELLINGS REQUESTS AND NUMBERS PAID		691		284		74

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Priority: RESPOND WITHIN FIVE DAYS

Investigator: Joan Ruf

PHONE (602) 542-0847

FAX: (602) 542-2129

COMPLAINT No. 97 - 5009

Date: 2/14/97

COMPLAINT DESCRIPTION: 10A Construction Costs

First:Last:

Complaint By:

Home: (520)000-0000

Account Name:

Work: (520)000-0000

Street:

CBR:

City:

is:

State:

AZ

ZIP:

Utility Co.

Citizens Utilities Company

Division:

0

Contact Name: Trish Duncan

Contact Phone:

Nature of Complaint:

Kelly applied for service some time ago and was told that a \$6,000 rural construction fee would apply. He cancelled his service order because of the costs. He is wanting to know if Citizens can charge the rc costs and under what conditions? Customer subscribes to cellular service and he can be reached on the cell phone at #520-521-0104.

Investigator's Comments:

C/referred to Citizens on 2/14/97 a.m. I explained to customer that Citizens approved tariffs under line extensions explains under what conditions the company can collect these rc fees. Customers residing outside the base rate area will more than likely pay for the facilities provided the developer failed to pay for them. If the individual purchased property outside the base rate area where there were no telephone facilities, than he would be responsible to pay for costs. I further explained that I will forward his request to Citizens and obtain the quote on the costs and follow-up next week. UPDATE: On 2/18/97 at 11:45 a.m., I called Mr. Marcum's on his cell phone and advised of company's disposition. He had indicated that he would more than likely requested a quote this November considering the reduced footage on the extension. Appreciates Staff checking into the issue to get a better understanding of how line extensions are processed.~

Disposition:

On 2/18/97, received fax from Citizens (attached to complaint file). Citizens last quoted line extension charge in April 1996, will change significantly in November of this year. 4,218 feet of cable placed on a job in 1994 will become free distance in November 1997 reducing the cable chargeable to Mr. Marcum from 13,774 to 9,556. If Mr. Marcum desires at that time, Citizens can do a complete recomputation to determine the actual revised line extension charge.

Company Contacted On: 2/14/97

Date Completed: 2/18/97

COMPLAINT No. 97 - 5009

February 18, 1997

TO: Joan Ruff
Arizona Corporation Commission

FAX: 602-542-2129

RE: TELEPHONE SERVICE TO [REDACTED]
[REDACTED], LINE EXTENSION FILE #507.

Our last quoted line extension charge in April, 1996, will change significantly in November of this year. 4,218 feet of cable placed on a job in 1994 will become free distance in November, 1997, reducing the cable chargeable to [REDACTED] from 13,774 to 9,556. If he so desires at that time we can do a complete recomputation to determine the actual revised line extension charge.

Any questions or if you need any further explanation, please let me know.

Thanks,



Lorna Steinberger
Admin Assistant Engineering
520-537-6606
FAX: 520-537-4125

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Priority: RESPOND WITHIN FIVE DAYS

Investigator: Michael Brockman

PHONE (602) 542-0836

FAX: (602) 542-2129

COMPLAINT No. 97 - 13665

Date: 3/12/97

COMPLAINT DESCRIPTION: 3C New Service New Service Fees

First:

Last:

Complaint By: [REDACTED]

Home: (520)000-0000

Account Name:

Work: (520)000-0000

Street: [REDACTED]

CBR: [REDACTED]

City: [REDACTED]

is:

State:

AZ

ZIP: [REDACTED]

Utility Co.

Citizens Utilities Company

Division:

Arizona Telephone Division

Contact Name: Debbie Beasley

Contact Phone:

Nature of Complaint:

Customer had requested service for home and was quoted \$2771.21. This is not a new home but it never had service. Customer stated she thinks closes home with service is about three blocks away. She also submitted a letter from doctor to Citizens. Please support cost and if cost is \$2771.21 is there any funds or services that could help customer with cost?

Investigator's Comments:

Rcv'd call from Debbie (520-753-0306), charge is 1/3 of line extension for 3 pair line.~

Disposition:

CLOSED - rcv'd fax of quote to support charges. I had already left message for customer to call ADES to see if funds available.

Company Contacted On: 3/12/97



Date Completed: 3/20/97

COMPLAINT No. 97 - 13665



CITIZENS UTILITIES RURAL COMPANY, INC.
P.O. BOX 3609 • KINGMAN, ARIZONA 86402-3609 • (520) 753-4051

MEMORANDUM

TO: STEVE PEBLEY
FROM: DAVE MORPHEW 
DATE: MARCH 17, 1997
RE:  COMMISSION COMPLAINT

The following outlines the itemization of cost for the line extension:

Labor	\$	8,082.00
Material		1,908.00
Overhead		<u>2,290.10</u>
TOTAL		12,280.10

Divided by	<u>3</u>	(3 pair cable)	=	\$4,093.37
		3,170 ft		

7 Year Revenue (\$15.74/mo x 12 x 7) minus (1,322.16)

Total Charges 2,771.21

DAM/SE

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Priority: RESPOND WITHIN FIVE DAYS

Investigator: Michael Brockman

PHONE (602) 542-0836

FAX: (602) 542-2129

COMPLAINT No. 97 - 13667

Date: 3/13/97

COMPLAINT DESCRIPTION: 10A Construction Costs

First:

Last:

Complaint By: [REDACTED]

Home: [REDACTED]

Account Name:

Work: (520)000-0000

Street: [REDACTED]

CBR:

City: [REDACTED]

is:

State: [REDACTED]

ZIP: [REDACTED]

Utility Co. Citizens Utilities Company

Division: Arizona Telephone Division

Contact Name: Trish Duncan

Contact Phone:

Nature of Complaint:

Customer states she applied for service and was quoted \$60.00 install, No deposit, & basic monthly service \$22.00 plus tax. Now she is being told \$700.00 install. Why the difference? (she did tell me this home never had service before but that her husband would do all the trenching) Are there any funds available to help pay install fee if it is \$700.00?

Investigator's Comments:

Disposition:

CLOSED - customer called wanting to know CORRECT amount for install. Since I had s/w Trish earlier, I was able to confirm \$700 for line extension.

Company Contacted On: 3/13/97

Date Completed: 3/17/97

COMPLAINT No. 97 - 13667

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Priority: **RESPOND WITHIN FIVE DAYS**

Investigator: Rodney Moore

PHONE (602) 542-0842

FAX: (602) 542-2129

COMPLAINT No. 97 - 16020

Date: 3/14/97

COMPLAINT DESCRIPTION: 10A Construction Costs

First:

Last:

Complaint By: [REDACTED]

Home: (520)000-0000

Account Name:

Work: (520)000-0000

Street: [REDACTED]

CBR: [REDACTED]

City: [REDACTED]

is:

State: [REDACTED]

ZIP: [REDACTED]

Utility Co. Citizens Utilities Company

Division: Arizona Telephone Division

Contact Name: Debbie Beasley

Contact Phone:

Nature of Complaint:

CONSTRUCTION CHARGES-Customer has contacted the Commission requesting verification that the \$12,800.00 construction charges for phone service is accurate and reasonable. Plus, were other residents in the area contacted or considered for service in this project?

Investigator's Comments:

Please provide documentation of cost breakdown and customer survey for this project, Thanx.~

Disposition:

03/14 FAXED @ 10:30 AM. 03/19 received information from CUC, I phoned and requested more information, the engineer called and we discussed growth potential, type of construction, comparison costs for other similar jobs, and time frame for reviewing project & costs because of future growth. I was reasonably convinced this was a good faith estimate and related that information in a voice message to Mr. Hurley, requesting a call back if clarification was needed.

CLOSED

Company Contacted On: 3/14/97






Date Completed: 3/19/97


COMPLAINT No. 97 - 16020

CITIZENS UTILITIES

CITIZENS UTILITIES RURAL COMPANY, INC.
P.O. BOX 3609 • KINGMAN, ARIZONA 86402-3609 • (520) 753-4051

MEMORANDUM

TO:   -  -  - 

FROM: DAVE MORPHEW 

DATE: MARCH 18, 1997

RE: GERALD ITURLEY COMMISSION COMPLAINT

The following outlines the itemization of cost for the line extension:

Labor	\$	33,331.00
Material		2,738.00
Overhead		<u>5,522.00</u>
TOTAL		41,591.00

Divided by 3 (3 pair cable) = \$13,865.00
17,500 ft

7 Year Revenue (\$9.41/mo x 12 x 7) minus (790.00)

Total Charges 13,075.00

DAM/SE

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Priority: RESPOND WITHIN FIVE DAYS

Investigator: Bradley Morton

PHONE (602) 542-0819

FAX: (602) 542-2129

COMPLAINT No. 97 - 358

Date: 6/5/97

COMPLAINT DESCRIPTION: 10A Construction Costs

First:

Last:

Complaint By: [REDACTED]

Home: (520)000-0000

Account Name:

Work: (520)000-0000

Street: see legal description

CBR: [REDACTED]

City:

Is:

State: AZ

ZIP: 00000-

Utility Co. U S WEST Communications, Inc.

Division: Telephone

Contact Name: 3pm

Contact Phone:

Nature of Complaint:

Customer has property which as a legal description as follows: Section 11, Township 9 south, range 19 west in Yuma County. Eighteen months ago he was quoted a price for telephone service of \$16,120 after discussions with Debbie Lamb, Phillip Rodriguez and Dan Hernandez, the last two people are out of Denver. No paper price quote issued, and now customer called and has been quoted \$44,846 for underground services or \$73,815 to hang the lines from the poles he installed for electric. Customer feels price difference is excessively high, especially since he has already installed poles.

Investigator's Comments:

Disposition:

6/11 per Judie Wooder/USW, she has talked with Dan Hernandez and Phil Rodriguez, neither of whom were in this position 18 months ago and therefore do not know where first quote came from. Phil has talked to customer on numerous occasions and USW is waiting for customer to decide if he wants to place trench in order to lower costs. The most recent quote is not a contracted price but rather an estimate for planning purposes. Customer has Phil's number if any further questions. Complaint closed.....6/20 conference call with sub, judy Wooder, Phil Rodriguez, Dan Hernandez and Debbie Lamb, it was determined original quote came from understanding this was to be a plotted subdivision under an LDA agreement which it is not. This is merely a division of property sale. Customer sending govt and survey maps to USW and Judy will put customer in contact with person who can take order so contract can be drawn and firm price quote given.(BGM)

Company Contacted On: 6/5/97

Date Completed: 6/11/97

COMPLAINT No. 97 - 358

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Priority: RESPOND WITHIN FIVE DAYS

Investigator: Bradley Morton

PHONE (602) 542-0819

FAX: (602) 542-2129

COMPLAINT No. 97 - 46241

Date: 8/8/97

COMPLAINT DESCRIPTION: 10A Construction Costs

First:

Last:

Complaint By: [REDACTED]

Home: [REDACTED]

Account Name:

Work: [REDACTED]

Street: [REDACTED]

CBR:

City: [REDACTED]

is:

State: AZ **ZIP:** [REDACTED]

Utility Co. U S WEST Communications, Inc.

Division: Communications

Contact Name: For Assignment

Contact Phone:

Nature of Complaint:

T16646660 customer placed order to have two lines installed at new home, inc quoted about \$100, when he experienced several delays USW rep quoted waiver of inc. He was finally advised svc would cost \$18,000 which he does not understand because his neighbor who is 200 ft away only pd \$53. Neighbors tn is 520-317-0715.

Investigator's Comments:

Disposition:

8/14 per JW eng will review what charges would be for one customer, USW is out of fac in this area and customer is out of base rate, construction \$ do apply. 08/19 per JW only charge will be \$53.30, no erfs yet. 09/4 lwtc with JW for update. 9/8 Per JW Job 721k389 but no erfs. 9/10 erfs 10/17 per JW. 9/24 per JW svc order completd 9/23, complaint closed.

Company Contacted On: 8/8/97

Date Completed: 9/30/97

COMPLAINT No. 97 - 46241

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Priority: RESPOND WITHIN FIVE DAYS

Investigator: Joan Ruf

PHONE (602) 542-0847

FAX: (602) 542-2129

COMPLAINT No. 97 - 75721

Date: 8/12/97

COMPLAINT DESCRIPTION: 10A Construction Costs

First:

Last:

Complaint By:

Home: (000) -0000

Account Name:

Work: (000) -0000 Ext.

Street:

CBR:

City:

is:

State:

AZ

ZIP:

Utility Co.

Citizens Utilities Company

Division:

Arizona Telephone Division

Contact Name:

Contact Phone:

Nature of Complaint:

Received Correspondence.

Investigator's Comments:

Disposition:

08/14 Replied, see attachment.

CLOSED

Company Contacted On: 8/12/97

Date Completed: 8/14/97

COMPLAINT No. 97 - 75721

CARL J. KUNASEK
CHAIRMAN

JAMES M. IRVIN
COMMISSIONER

RENZ D. JENNINGS
COMMISSIONER



JACK ROSE
EXECUTIVE SECRETARY

ARIZONA CORPORATION COMMISSION

August 14, 1997

[REDACTED]
[REDACTED]
[REDACTED]

Dear [REDACTED]:

This is in response to your correspondence to the Arizona Corporation Commission (Commission). Your letter indicates frustration over the inability to obtain telephone service from Citizens Utility Company (Citizens) in the Cedar Hills area.

At present there is no funding available to subsidize the provisioning of telephone service. The Commission supports the concept and the tariff authorizes the customer to pay for the placement of telephone service in situations involving substantial extra cost or risk where exchange service is ordered for areas where the telephone facilities are not available. These costs include the payment of the construction charge, installation charges and the regular monthly rates applicable for the products and services provided.

Citizens is not responsible to residents who locate in an area where basic telephone service has never been available and yet expect reliable and reasonable telephone service plus the option of accessing the internet

Citizens is also not responsible or liable for the dispatching of emergency services. People who reside in areas where such services may be compromised by the lack of basic telephone service must accept personal responsibility for their actions.

In conclusion, the good faith estimate provided previously to you and other residents of the area have been perused by Commission Staff and are considered accurate and reasonable.

Please do not hesitate to call me toll free at 1-800-222-7000 if I can be of any further assistance.

Sincerely,

Rodney I. Moore
Consumer Service Specialist
Utilities Division

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Priority: RESPOND WITHIN FIVE DAYS

Investigator: Janie Woller

PHONE (602) 542-0821

FAX: (602) 542-2129

COMPLAINT No. 97 - 79809

Date: 10/2/97

COMPLAINT DESCRIPTION: 10A Construction Costs

First:

Last:

Complaint By: [REDACTED]

Home: [REDACTED]

Account Name:

Work:

Street: [REDACTED]

CBR: [REDACTED]

City: [REDACTED]

is: Home

State:

AZ

ZIP:

Utility Co.

U S WEST Communications, Inc.

Division:

Communications

Contact Name: Jwooder

Contact Phone: (602)351-6086

Nature of Complaint:

Mr. [REDACTED] called regarding requesting 3 lines from USWC on 7/24/97. USWC said there was no problem to installed on 8/22/97 and gave him 602-471-7282 as one of his #'s. Service wasn't installed and was told 30 days. Then he was informed that the cost per line would be \$3100.00. His neighbor (602-471-0026) had two lines installed a couple of months ago at a cost of \$2500.00. He wants to know why his charge is \$3100.00 and not the \$2500.00? Please provide a breakdown of the charges and an explanation of the increase in cost.

Investigator's Comments:

12/19/97 p.m. I called Mr. Anderson and informed him that he would be receiving a \$364.00 credit. Closed.

Disposition:

10/3/97 IT WAS AGREED W/ACC, PUBLIC POLICY AND ENG ON 10/2/97 THAT THIS AREA WOULD CONTINUE TO BE BRKN DOWN BY ZONES AND WE NOW HV A CHART THAT SHOWS ZONE CHRGS RATHER THAN EACH IND BEING QUOTED DIF AMNTS. THE CHART SHOWS THAT HIS CORR CHRGS SHLD BE 3192. PER LINE RATHER THAN THE 3119. HOPEFULLY THIS NEW CHART WL ELIMINATE PRBLMS IN THE FUTURE RE AMNTS BEING QUOTED AND NEIGHBORS COMPARING RATES W/EACH OTHR. CUST NEIGHBOR ALSO HAS CONTRACT OUT FOR 2ND AND 3RD LINES AND QUOTE FOR THOSE IS ALSO 3119. AND IF NT ACCPTD NOW AND CONTRACTS EXPIRE THE NEW RATES WL APPLY FOR THEM AS WELL.
CLOSED

Company Contacted On: 10/2/97 2:16:51

Date Completed: 12/19/97

COMPLAINT No. 97 - 79809

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Priority: RESPOND WITHIN FIVE DAYS

Investigator: Bradley Morton

PHONE (602) 542-0819

FAX: (602) 542-2129

COMPLAINT No. 97 - 79848

Date: 10/3/97

COMPLAINT DESCRIPTION: 10A Construction Costs

First:

Last:

Complaint By: [REDACTED]

Home: [REDACTED]

Account Name:

Work:

Street: [REDACTED]

CBR: [REDACTED]

City: [REDACTED]

is: Home

State: AZ **ZIP:** [REDACTED]

Utility Co. U S WEST Communications, Inc.

Division: 0

Contact Name: Jsichterman

Contact Phone: (800)511-2038

Nature of Complaint:

Customer requesting svc at new home and USW sent contract quoting \$1961.00, customer feels this is excessive since SRP(electric) layed their lines and USW layed theirs on top. Could you provide cost breakdown ?

Investigator's Comments:

Disposition:

10/10 per JS customer is in zone 7 and charges should be \$1725, CDO will mail new contract with \$500 upfront, balance over 12 months. Tried to contact customer at cbr and advised number not connected. Complaint closed until customer contacts us. 11/21 per JS svc ord comp 11/19.

Company Contacted On: 10/3/97 1:30:34

Date Completed: 10/10/97

COMPLAINT No. 97 - 79848

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Priority: RESPOND WITHIN FIVE DAYS

Investigator: Bradley Morton

PHONE (602) 542-0819

FAX: (602) 542-2129

COMPLAINT No. 97 - 147693

Date: 11/28/97

COMPLAINT DESCRIPTION: 10A Construction Costs

First:

Last:

Complaint By: [REDACTED]

Home: [REDACTED]

Account Name:

Work:

Street: [REDACTED]

CBR: 6 [REDACTED]

City: [REDACTED]

is:

State:

AZ

ZIP: [REDACTED]

Utility Co.: U S WEST Communications, Inc.

Division: 0

Contact Name: For Assignment

Contact Phone: (800)511-2038

Nature of Complaint:

N12769767, customer claims to have rcvd from USW a contract to est svc at a cost of \$7000 and she feels this is high, she is surrounded by other houses with USW svc and cannot understand. Could you explain, Thanks.

Investigator's Comments:

Disposition:

12/2 per JS, LDA for this area not paid by developer, need to provide trench and cable which will require county permit after contract rcvd. 12/3 I called customer and explained LDA, she cannot afford to pay \$7,200 so she will talk to developer. Confirmed she has my na/tn so she can call with any questions, complaint closed. 1/13/98 rcvd letter from RUCO from customer explaining problem, I called and conf our earlier conversation (BGM)

Company Contacted On: 11/28/97 10:50:3

Date Completed: 12/3/97

COMPLAINT No. 97 - 147693

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Priority: RESPOND WITHIN FIVE DAYS

Investigator: Bradley Morton

PHONE (602) 542-0819

FAX: (602) 542-2129

INQUIRY No. 97 - 148068

Date: 12/29/97

COMPLAINT DESCRIPTION: 10A Construction Costs

First:

Last:

Complaint By: [REDACTED]

Home: [REDACTED]

Account Name:

Work:

Street: [REDACTED]

CBR:

City: [REDACTED]

is:

State:

AZ

ZIP:

[REDACTED]

Utility Co.

Citizens Utilities Company

Division:

Contact Name: Paul Moreland

Contact Phone: (520)753-0282

Nature of Complaint:

Customer resides in rural area and has been quoted \$4,000 to get svc to his home, but claims a neighbor, who he will not identify paid under \$100. Please advise. This is for telephone svc.

Investigator's Comments:

Disposition:

1/8 sub advised per Trish that cost is for 3905 ft of cable , she chkd neighbors and found their costs between \$3500 and \$8000. Complaint closed.

Company Contacted On: 12/29/97 3:56:09

Date Completed: 1/8/98

INQUIRY No. 97 - 148068

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Priority: RESPOND WITHIN FIVE DAYS

Investigator: Rodney Moore

PHONE (602) 542-0842

FAX: (602) 542-2129

COMPLAINT No. 98 - 148507

Date: 1/29/98

COMPLAINT DESCRIPTION: 10A Construction Costs

First:

Last:

Complaint By: [REDACTED]

Home: [REDACTED]

Account Name:

Work:

Street: [REDACTED]

CBR:

City: [REDACTED]

is:

State:

CA

ZIP: [REDACTED]

Utility Co.:

Citizens Utilities Company

Division:

Telephone

Contact Name: Debbie Beasley

Contact Phone: (520)753-0306

Nature of Complaint:

CONSTRUCTION COSTS-Customer would like the attached quote verified as to its reasonableness and if all alternatives have been explored. Ms. [REDACTED] contends that a alternative route from a different exchange would be cheaper since her neighbor did not pay this much for service.

Investigator's Comments:

Please investigate and report any action taken so I may update my file, Thanx.

Disposition:

01/29/98 @ 6:45 AM. FAXED TWO PAGES. Discussed issues with Trish, exchange correct & no variance will be given, cost is reasonable and fixed 3 year. I called customer and informed her. CLOSED

Company Contacted On: 1/29/98 6:28:30

Date Completed: 1/29/98

COMPLAINT No. 98 - 148507

TO :
FROM : RUBBER MONJER

PHONE NO. : 16025422125

JAN. 28. 1998 11:45AM P 1
PHONE NO. : 805 529 0221

FILE

180 North 9th Street
Show Low, AZ 85901

CITIZENS
communications

January 23, 1998

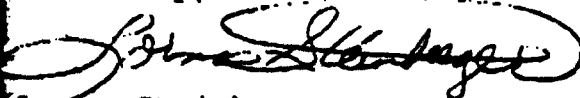
Dear Ms. [REDACTED]:

In order to establish new telephone service to your property on County Road N8564 we will have to construct additional cable. According to our filed tariff, your line extension exceeds the maximum free footage allowance. The charges quoted at this time are only an estimate. If you wish to obtain service, the line extension charge will be approximately \$12,000.00 to \$15,000.00 to provide our facilities to your property. Our business office representative wrote your order for Snowflake phone service but your property is actually in our serving area of St. Johns so I will correct before phone service could be installed.

Line extension payment is required in full up front and does not include the normal installation charge, trench on your property for service wire and is for one phone line only. A detail figure will be determined if this price is within your planned payment amount.

Please contact me within 30 days, my office hours are from 7:00 a.m. to 11:00 a.m. and 12:00 p.m. to 4:00 p.m. and our main office building is open to the public from 8:30 a.m. to 4:30 p.m.

Sincerely,



Lorna Steinberger
Admin Assistant
Engineering Department
(520) 537-6661 (collect)

FILE: Line Extension #7158

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Priority: RESPOND WITHIN FIVE DAYS

Investigator: Connie Walczak

PHONE (602) 542-0291

FAX: (602) 542-2129

COMPLAINT No. 98 - 149198

Date: 2/24/98

COMPLAINT DESCRIPTION: 10A Construction Costs

First:

Last:

Complaint By: [REDACTED]

Home: [REDACTED]

Account Name:

Work:

Street: [REDACTED]

CBR: [REDACTED]

City: [REDACTED]

Is:

State:

AZ

ZIP: [REDACTED]

Utility Co.

U S WEST Communications, Inc.

Division:

Contact Name: Mary Harris

Contact Phone:

Nature of Complaint:

Cust requested svc from USW in Oct 97, he was told by Mr. Swanson when the trenching was complete to call 800-737-0477 to adv ready for cable and what amt. He was trenching for down the easements he had secured for APS & USW a joint trench that had to be 4' deep, he cid to adv ready & was told "NO", he was unable to leave the trench open, so it was closed. During the 1st wk of Feb he cid to place an order, it was taken he ws gvn a #, quoted chrgs 46.50 & 53.30 & anything over \$3,000 he would be resp for & told an engr would be out to look, he came last week sd his proposal would be sent to Denver (& explained his proposal) and sd it should be quick. He cid today to chk & Judy in CDO was very rude & sd if he would have done it diff he might have svc & they had 30 days to decide what to do!! He did BOTH times what he was told to do. Please check status? Snc no contract was issued, is he under the 3,000?

Investigator's Comments:

Disposition:

Per Mary eml;Disposition:02/27/98 ZCC CHGS CALCUTLATD AT 406.18. CUSTMR WL BE QOUTD MONDAY AND ONCE WE GT THE SIGNTRE, CAN GO FRM THRE.

Per Mary eml;03/09/98 CHGS QUOTED ARE 352.88 AND THE CONTRCT HAS BEEN SENT OUT. WL FU 30 DYS

4-14 per Mary eml;04/10/98 CUSTMR AGRD TO ACCTP A QTE OF \$131 THAT WS GVN BY OUTSIDE MGR. THEY ARE WRKNG DIRECTLY ON A DUE DTE. CLOSED

Company Contacted On: 2/24/98 5:25:01

Date Completed: 4/14/98

COMPLAINT No. 98 - 149198

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Priority: RESPOND WITHIN FIVE DAYS

Investigator: Connie Walczak

PHONE (602) 542-0291

FAX: (602) 542-2129

COMPLAINT No. 98 - 150470

Date: 4/14/98

COMPLAINT DESCRIPTION: 3C New Service New Service Fees

First:

Last:

Complaint By: [REDACTED]

Home: [REDACTED]

Account Name:

Work:

Street: [REDACTED]

CBR:

City: [REDACTED]

is:

State: AZ

ZIP: [REDACTED]

Utility Co. U S WEST Communications, Inc.

Division: 00

Contact Name: Mary Harris

Contact Phone:

Nature of Complaint:

Cust cld to have a bus line installed & was told at least 25 people would have to request svc and it would cost ea approx \$10,000. There was no addl lines avail in the area. She asked if she could place the order in case someone disc'd & was told just cl in every day to see if there are any lines avail? Twenty yrs ago, she just pd normal prices. Please check status?

Investigator's Comments:

Disposition:

Per Mary eml;Disposition:04/16/98 THE AMT OF PEOPLE AND COST ARE ACCURATE. WE ARE CONTINUING TO TRY AND PROVDE ALTRNTE SOLUTIONS TO GVE CUSTMRS IN THIS AREA SOME SVC. I WOULD HOPE SMEONE DIDNT TELL THIS CUSTMR TO CALL EVERY DAY AS THE FACILITES ARE NOT THRE.WE AND PUBLIC POLCY ARE WRKNG WEEKLY WTH ENGRS FOR UPDATES.
CLOSED

Company Contacted On: 4/14/98 11:39:18

Date Completed: 4/16/98

COMPLAINT No. 98 - 150470

CITIZENS UTILITIES COMPANY

Original Sheet No. 2
Supersedes Sheet No.SCHEDULE NO. A-2
OUTSIDE PLANT FACILITIES (continued)

APPLICABILITY

Applicable to services offered involving outside plant facility charges within the exchange areas of the utility.

TERRITORY

In the exchange areas of all exchanges as said areas are defined on maps filed as part of the tariff schedules.

RATES

Nonrecurring
Charge

A1 Nonrecurring facility charges for connections to the utility's network or non-network access facilities

B1 For services provided within the Base Rate Area(s)

C1 Aerial, or at utility's option, underground extension of outside plant facilities upon public property

No charge

C2 Aerial, or at utility's option, underground extension of outside plant facilities on private property

D1 To subdivision, mobile home park, or real estate development

Actual cost

D2 To all other subscribers

No Charge

Continued

Issued: DECEMBER 1, 1994Robert S. Crum
Vice PresidentEffective: DECEMBER 1, 1994Western Region Telephone Operations
8920 Emerald Park Drive, Elk Grove, CA 95624

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ORIGINAL

CITIZENS UTILITIES COMPANY

Supersedes Original Sheet No. 3
Sheet No.

SCHEDULE NO. A-2
OUTSIDE PLANT FACILITIES (continued)

RATES

Nonrecurring Charge

A1 (continued)

B2 For services provided outside Base Rate Area(s)

**C1 Aerial, or at utility's option underground,
extension of outside plant facilities upon
public property**

**D1 Requiring reinforcements to existing
facilities**

See Condition A1B11

D2 Require extension of new facilities*

E1 Free footage allowance**

The utility will construct
at its expense a
maximum of 5/10 mile,
route measurement, of
outside plant facilities per
applicant, the
combination of which
includes not more than
2/10 mile on private
property.

**E2 In excess of free footage
allowance Actual cost - See Condition A1B3**

- * The utility may charge the applicant for any abnormal cost incurred in acquiring a suitable right-of-way when constructing plant on private property.

The utility may charge the applicant for any cost incurred when acquiring special permits to construct plant which will provide service.

- ** Applicants may, at the option of the utility, be required to execute a termination agreement in an amount equal to 12 months exchange service.

Issued: DECEMBER 1, 1994

Robert S. Crum
Vice President

Effective: DECEMBER 1, 1994

Western Region Telephone Operations
8920 Emerald Park Drive, Elk Grove, CA 95624

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DECISION #: 58819

ORIGINAL

CITIZENS UTILITIES COMPANY

Supersedes Original Sheet No. 4
Sheet No.

SCHEDULE NO. A-2
OUTSIDE PLANT FACILITIES (continued)

RATES

Nonrecurring Charge

A1 (continued)

B2 (Cont'd)

C2 Aerial, or at utility's option underground
extension of outside plant facilities upon
private property

D1 To subdivision, mobile home park or real
estate development

D2 To all other subscribers

Actual cost - See
Condition A1B7
Actual cost - See
A1B2D2E2 above
and Condition
A1B3

Continued

Issued: DECEMBER 1, 1994

Robert S. Crum
Vice President

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8920 Emerald Park Drive, Elk Grove, CA 95624

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CITIZENS UTILITIES COMPANY

Supersedes Original Sheet No. 5
Sheet No.

SCHEDULE NO. A-2
OUTSIDE PLANT FACILITIES (continued)

RATES (continued)

Monthly **S&E**
Rate **Code**

A2 Recurring Facility Rates

B1 On/off premises intraexchange network access facilities.

C1 Where the terminals are in different buildings on the same continuous property

D1 300 feet or less	No charge	
D2 Over 300 feet, each 1/4 mile or fraction thereof	\$1.00	CPM

C2 Where the terminals are in different buildings on noncontinuous property

D1 First 1/4 mile or fraction thereof	3.80	OPM1
D2 Each additional 1/4 mile or fraction thereof	2.00	OPM2

C3 Where the terminals are in the same building on the same continuous property

D1 300 feet or less	No charge
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